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Service
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SERVICE CANADA ANNUAL REPORT 2005-2006 - HIGHLIGHTS

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1 800 O-Canada (1 800 622-6232)

servicecanada.gc.ca

Service Canada is proud to present this summary of our first Annual Report. It highlights how we're improving service for Canadians. The full Annual Report is available at servicecanada.gc.ca.

Who we are

Service Canada's mandate is to improve service to Canadians by working with partners to provide access to the full range of government services and benefits Canadians want and need – in person, by phone, Internet, and mail.

The goal is to give people a single place to go for government programs and services, and to go the extra mile to ensure they get what they need.

Our vision is to achieve better outcomes for Canadians through service excellence.

96%

Survey results
showed that 96 per

cent of Canadians support the idea of accessing the majority of government services through one federal agency or department.

What we do

Service Canada is the Government of Canada's one-stop service delivery network. This network consists of in-person offices, a national telephone information service at 1 800 O-Canada, and online services at servicecanada.gc.ca. We also have mobile and outreach services that give Canadians living in remote, rural or northern communities that were previously under-served access to government services and information. By March 2006 we had 320 Service Canada Centres and 96 outreach and mobile sites.

In its first year of operation, Service Canada:

- Paid about **\$70 billion in government benefits (\$190 million per day)** to nearly eight million Canadians;
- Made **124 million individual payments** to Canadians for Employment Insurance, Canada Pension Plan, Old Age Security and other benefits;
- Processed more than **five million applications** from Canadians for government benefits;
- Received **1.5 million requests for Social Insurance Numbers**;
- Posted **800,000 job ads** for employers;
- Received more than **56 million calls** from Canadians;
- Provided electronic services to more than **2.5 million Canadians** each week;
- Conducted **500,000 interviews** with Canadians about the services and programs they need;
- Used **outreach services** to connect directly with more than **250,000 Canadians** in rural and remote communities;
- Mailed more than **20 million letters**;
- Worked with more than **55,000 community organizations**;
- Realized **savings of \$292 million** (fiscal year 2005/2006).

Planning for retirement?

Check out our online retirement calculator to see a record of your contributions to the Canada Pension Plan or find out what you might get in CPP benefits.

How we can help you

Today, Canadians can come to us for many things. They can come to us to:

- apply for a **Social Insurance Number**;
- receive **Employment Insurance**;
- apply for their **Canada Pension Plan** and seniors' benefits;
- get help accessing the **Universal Child Care Benefit** program;
- apply for a **passport** in any one of 35 locations.

Service Delivery Representatives Rahl and Nathalie review feedback at the new Galleria Service Canada Centre in Regina, SK.



All in all, Service Canada expanded its service delivery capacity over the past year to include more than **50 programs and services**. We are delivering these services with a level of professionalism and expertise worthy of a world-class service delivery organization.

As part of our commitment to enhance the integrity of our social programs, we are taking steps to improve the Social Insurance Number system. We are building on existing measures to make the Social Insurance Number more secure, and improving information-sharing processes between programs and departments to make sure benefits go to the right person at the right time. Improving these processes will reduce errors in benefit payments and allow us to focus more on citizen-centred activities.

90%

of the most
commonly requested programs and
services are accessible on the Service
Canada Web site.

“Their approach was very sincere. You could tell that staff really like what they do, and that they wanted to help me quickly. That’s very motivating.”

How you can reach us

Service Canada took steps throughout 2005 to ensure Canadians could access programs and services however they wished to do so – on-line, in person, by telephone, or mail.

In our first year, Service Canada:

- Brought together the **1 800 O-Canada** telephone line and 23 other call centres;
- Added nearly 100 points of service, bringing the total number across the country to 416;
- Increased the number of points of service for official language minority communities;
- Helped over 2,500 clients access Canada Revenue Agency services;
- Began pilot projects to provide services in languages other than French and English such as **Cantonese, Mandarin, and Punjabi** in **Vancouver and Toronto**;
- Improved the delivery of Employment Insurance, Canada Pension Plan and Old Age Security programs with new online tools and access to account information;
- Opened a service centre in collaboration with the **City of Ottawa** and the Government of Ontario that delivers the services of all three levels of government.

2.5 million

Around 2.5 million Canadians use Service Canada’s electronic services and tools each week.

“At Service Canada, our job is to make sure clients receive the best possible service.”

Service Canada offers a national telephone service at 1 800 O-Canada (1 800 622-6232) or Teletypewriter 1 800 926-9105.



For the staff of the **Fort Simpson, Northwest Territories Service Canada Centre**, it wasn’t enough to simply be a presence in the Deh Cho community located 375 kilometres southwest of Yellowknife. In the spirit of Service Canada, they worked with the community to identify and personally contact approximately 100 individuals to review and assess their eligibility for benefits such as the Guaranteed Income Supplement. The result – many seniors are receiving benefits they didn’t get before and better partnerships have been created with the community.

How we’re working to do more

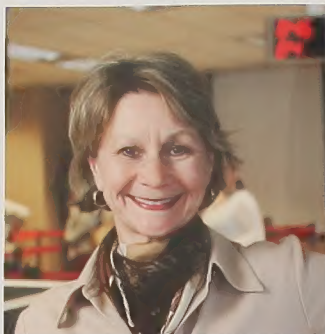
To give Canadians access to even more programs and services, we actively sought out partnerships with other departments and levels of government throughout our first year. Service Canada:

- Began an on-line pilot with the Government of Ontario that lets new parents register their children at birth and apply for a Social Insurance Number at the same time;
- Negotiated an agreement between **Service New Brunswick, Transport Canada, Service Canada** and the **Canada Border Services Agency** to begin delivering pleasure craft licenses;
- Signed agreements with the Governments of **New Brunswick, Ontario and British Columbia** that will allow us to share citizens’ vital-events information such as dates of birth and death, and marital status;
- Began a pilot project in **Trois-Rivières and Sherbrooke, Quebec** to provide immigration services and information;
- Partnered with Human Resources and Social Development Canada and Canada Revenue Agency to deliver the Government’s new **Universal Child Care Benefit**;
- Began pilot projects at ten **Service Canada Centres** to offer **Canada Revenue Agency Services**;
- Began a pilot project in **Manitoba** to provide information on the various services and programs available from **Veterans Affairs Canada** for veterans returning to the workforce;
- Signed an agreement to deliver the **Indian Residential Schools Resolution Common Experience Payment**;
- Received more than 28,000 passport applications in 35 **Service Canada Centres** on behalf of **Passport Canada**.

84 %

Our first annual client satisfaction survey shows that a solid majority (84%) are satisfied with the quality of service they receive from Service Canada.

Gill, Director, Service Canada Centre, Surrey, BC



90 % One of our Service Standards is to give 90 percent of Canadians access to services within 50 kilometres of where they live. By March 2005, we had exceeded this goal, giving 93 percent of Canadians access to services within the targeted 50 kilometre range.

What you can expect

How can we do even more? How can we make sure we continue to put people at the centre of everything we do? One way is by clearly telling everyone what they should expect from us and how they can provide feedback on the quality of service. That’s why we published a **Service Charter** in 2005. Another way is by publicly spelling out the level of service you can expect from us. That’s what we did when we created our **Service Standards**.

Service Canada has also published its first **Performance Scorecard**, which tracks how we did over the past year in delivering programs and services to Canadians. We created an **Office for Client Satisfaction** to receive your feedback on the quality of our service, and to help us improve our processes. We also took steps to make sure the people you deal with in Service Canada are experts in serving citizens and communities and have the tools and resources to make sure you get what you need.

All this is putting us on track to ensure Canadians get, not just the same results, but **excellent results** – whether they click on our Web site, phone one of our call centres, mail documents to us, or visit a Service Canada Centre or outreach location.

This document can be made available in Braille, large print, audio cassette or on computer diskette. Call 1 800 O-Canada (Teletypewriter 1 800 926-9105) to request your copy.

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Service Canada offre un service téléphonique national au 1 800 O-Canada (1-800-622-6232) ou télécopieur 1-800-926-9105.

Pour que les Canadiens aient accès à davantage de programmes et de services, Service Canada a cherché activement à établir des partenariats avec d'autres ministères et ordres de gouvernement tout au long de la première année qui a suivi son instauration. Il a ainsi :

- **Faire encore plus** Mesures que nous prenons pour en obtenir des services par voie électronique.
- **2,5 millions** de Canadiens comptent sur Service Canada pour obtenir des services par voie électronique.
- **Chaque semaine**, quelque 2,5 millions de Canadiens comptent sur Service Canada pour obtenir des services par voie électronique.
- **ouvre un centre** de services en collaboration avec la ville d'**Ottawa** et le gouvernement de l'Ontario, centre où sont offerts les services des trois administrations.
- **améliore l'exécution** du régime d'assurance-emploi, du régime de pensions du Canada et du programme de la Sécurité de la Vieillesse, grâce à de nouveaux outils en ligne
- **améliore l'exécution** du régime d'assurance-emploi, du régime de pensions du Canada et du programme de la Sécurité de la Vieillesse, grâce à de nouveaux outils en ligne
- **amorce des projets pilotes** pour fournir des services de l'Agence du revenu du Canada, aide plus de 2 500 clients à se prévaloir des services de l'Agence du revenu du Canada, amorce un projet pilote en ligne avec le gouvernement de l'Ontario, qui permet aux nouveaux parents d'enregistrer leur enfant à la naissance et de demander un numéro d'assurance sociale en même temps;
- **negocie une entente** avec **Services Canada** pour fournir des services d'immigration et de l'information;
- **entreprend un projet pilote** à Trois-Rivières et à Sherbrooke, au Québec, pour fournir des services d'immigration et de l'information;
- **collabore avec** Ressources humaines et Développement social Canada ainsi qu'avec l'Agence du revenu du Canada pour la nouvelle Prestation universelle pour la garde d'enfants;
- **mis en œuvre des projets pilotes** dans dix Centres Service Canada afin d'offrir des services de l'Agence du revenu du Canada.
- **amorce un projet pilote** au Manitoba pour fournir des renseignements sur les divers services et programmes offerts par le ministère des Anciens combattants du Canada aux anciens combattants qui signent une entente pour effectuer le paiement d'expérience commune de **Résolution des questions des pensionnés indiens Canada**.
- **traité plus de 28 000 demandes** de passeport dans 35 Centres Service Canada au nom de **Passeport Canada**.

Services auxquels on peut s'attendre
Comment pouvons-nous en faire davantage? Nous pouvons, par exemple, expliquer clairement à chacun ce qu'il est en droit d'attendre de nous et comment il peut nous fournir une rétroaction sur la qualité du service. C'est la raison pour laquelle nous avons publié le **Protocole de**

Service en 2005. Nous pouvons aussi indiquer publiquement le niveau de service auquel les gens peuvent s'attendre. C'est ce que nous avons fait en publiant les **Normes de service**. De plus, Service Canada a publié sa première **Fiche de rendement**, qui fait état des progrès réalisés l'an dernier au chapitre de l'exécution des programmes et de la prestation des services. Nous avons aussi créé le **Bureau de la satisfaction des clients**, chargé de recevoir une rétroaction des clients au sujet de la qualité du service et de nous aider à améliorer les processus. Nous avons aussi pris des mesures pour que les employés de Service Canada qui offrent des services aux citoyens et aux collectivités aient des compétences d'expert et disposent des outils et des ressources nécessaires pour offrir aux gens ce dont ils ont besoin.

Nous sommes donc en voie d'obtenir pour les Canadiens non pas simplement les mêmes résultats, mais d'**excellents résultats**, peu importe le mode de communication qu'ils utilisent; consultation du site Web, appel téléphonique ou l'un des Centres Service Canada ou points de contact par la poste ou encore visite dans les services externes.

« Il y a maintenant beaucoup plus de services que dans mon temps! Les employés qui offrent des services en personne m'ont beaucoup aidé et se sont assurés que j'avais tout ce qu'il me fallait pour demander des prestations. »

Le personnel de **Fort Simpson**, du Centre Service Canada des **Territoires du Nord-Ouest**, ne se contentait pas d'assurer une simple présence dans la collectivité au Dah Cho, située à 375 kilomètres au sud-ouest de Yellowknife. Pour s'en tenir à l'esprit de Service Canada, le personnel a fait appel à des membres de la collectivité pour identifier une certaine de personnes et prendre personnellement contact avec elles afin de déterminer si elles étaient admissibles aux prestations, dont le doublement de revenu garanti. Depuis, bon nombre d'autres touchent des prestations qu'ils ne recevaient pas auparavant et de meilleurs partenariats ont été créés avec la collectivité.



Gill, directrice, Centre Service Canada (Colombie-Britannique)

84 %
Selon notre premier sondage annuel sur la satisfaction des clients, une vaste majorité des clients (84 %) est satisfaite de la qualité des services offerts par Service Canada.

96 %
Conformément à l'une de nos normes de service, nous devons fournir à 90 % des Canadiens l'accès à nos services dans un rayon de 50 kilomètres de leur lieu de résidence. En mars 2005, nous avons dépassé cet objectif : 93 % des Canadiens avaient accès aux services dans les limites du rayon établi.

« Ce document peut être offert en braille, en gros caractères, sur cassette audio ou sur disquette d'ordinateur. Composez le 1 800 O-Canada ou le 1-800-926-9105 (télécopieur) pour en commander un exemplaire. »
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